



**PROVIDER REPORT
FOR
GREATER WALTHAM ARC
56 Chestnut St
Waltham, MA 02453**

March 20, 2015

Version

Provider Web Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	GREATER WALTHAM ARC
Review Dates	2/19/2015 - 2/24/2015
Service Enhancement Meeting Date	3/6/2015
Survey Team	Lisa MacPhail (TL) Mark Boghoian

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 7 audit (s)	Full Review	39 / 46 Defer Licensure -		
Community Based Day Services	1 location(s) 3 audit (s)			Full Review	8 / 9 Certified
Employment Support Services	1 location(s) 4 audit (s)			Deemed	

Survey scope and findings for Planning and Quality Management

Service Group Type	Sample Size	Scope	Licensure Level	Certification Scope	Certification Level
Planning and Quality Management	N/A	N/A	N/A	Deemed	0/0 Certified

EXECUTIVE SUMMARY:

Greater Waltham Arc (GWArc), founded in 1956 is a non-profit agency based in Waltham Massachusetts. GWArc offers various services to approximately 140 individuals with intellectual and/or developmental disabilities in the greater Waltham area that include, day habilitation, adult family care, group supported employment, and community based day supports (CBDS). The Department of Developmental Services (DDS), currently funds 17 individuals in Community Based Day Supports (known at GWArc as the PLUS Program), as well as 26 individuals in Group Supported Employment services. For the purpose of this licensing review, 6 individuals in CBDS, and 4 individuals in Supported Employment were randomly selected. Due to the CBDS PLUS program being a new service to the agency, certification indicators were also reviewed in this service.

Since the last review, GWArc continues to provide consistent employment and offer recreational opportunities through the PLUS program's CBDS services. Group Supported Employment options are provided in the dish rooms, and grounds crews of Bentley University, Brandeis University, and Lasell College. These individuals receive on- the- job coaching to ensure their success, and are paid minimum wage. When the colleges are on- break, the agency offers a variety of recreational activities and trainings to these employees including employment exploration, community integration, literacy, cultural diversity and volunteering. The recently established CBDS PLUS program continues to develop and grow. Relationships with community organizations such as Phinney's Friends, Catholic Charities, a local food bank and Meals on Wheels have been established, and the individuals all have the opportunity to volunteer their time and learn new skills while meeting new people and helping others. The agency has recently purchased "The Silver Bullet", a new 12 passenger van named by the individuals in the program. Activities in the PLUS Program take place both in-house, and in the community and include the Circles curriculum, library group, health groups, gardening, and fishing trips. iPads have also been purchased for use by the individuals in the CBDS program.

During the course of this review, it was found that GWArc has effective systems in place to safeguard and protect the individuals in its programs. The agency has an effective, timely system of reporting allegations of abuse and neglect, as well as systems to safeguard individuals and take action in instances where abuse and neglect are suspected. Agency staff is screened per requirements, and a system to track staff trainings is in place. GWArc has implemented extensive staff training programs in such areas as Working with persons with Disabilities, American Sign Language, and Self Care. It was also found that GWArc staff is trained on the unique needs of the individuals served. The site where the PLUS program is based is clean, accessible, and meets the needs of the individuals. Additionally, Emergency Fact Sheets are accurate, informed consent is properly obtained when an individual's image is to be published in any form of media, and staff supervision and meetings are documented.

In the area of certification, it was found during the course of this review that the agency involves individuals in activities that connect them to other people in the community. Staff support individuals to maintain and enhance their relationships with others, and a variety of choices are regularly offered to individuals regarding options and activities on a daily basis. GWArc and the Rotary Club of Waltham have partnered to provide food to local food pantries. The recreation department has begun to move its activities to the community where they are led by experts in the field. For example, the theater group is now being taught by an acting instructor at Brandeis University.

As a result of this survey, there were some areas found within the licensing and certification requirements that need improvement. On an administrative level, the Human Rights Committee should have at least three individuals receiving supports and/or parents/guardians/advocates in addition to the professional members. During the course of this survey, the agency drafted a letter inviting people who fit into the aforementioned categories to join the Committee. In the area of health and safety, the safety

plan for the CBDS PLUS program site was found to have expired on 1/14/15. A new safety plan was submitted to the Area Office on 2/20/15. The agency had established that the number of fire drills they plan to perform during the year would be twelve. It was found that GWArc did not conduct twelve drills during the year, and while many drills were conducted, the full twelve were not completed. Safety Plans need to be updated every two years, as individuals join or leave the program, or as the level of evacuation assistance an individual needs increases. It was also found that the last inspection of the heating unit took place on 12/18/13 resulting in it being out of date at the time of review. An inspection was performed on the heating system on 2/22/15. Within the area of ISP development, progress notes were not found to adequately reflect the support strategies the agency set forth and agreed to in the ISP. Progress notes need to reflect the support strategies employed by staff to assist individuals in reaching their objectives as well as reflecting on the progress, or lack thereof the individual is or is not making toward that objective. Documentation of human rights and DPPC training for the individuals and guardians must be present on- site to verify that the individuals have been educated and trained in these areas.

In regards to the CBDS service, one certification area was found to be in need of improvement. The agency should develop a formal system to gather information regarding the interests of the individuals in the program, and update this information as circumstances change, or on an annual basis. This will help to ensure that activities are tailored around the interests of the participants in the PLUS program. In summary, the results of the GWArc survey indicated that 85% of the licensing indicators were found to be "met", as were seven of the eight critical indicators. As a result of these findings, the agency is in deferred licensing status, and sanctions are in place meaning that the agency is prohibited from taking on any new business until the critical indicator is found to be "met." Follow-up will take place within 60 days of the Service Enhancement Meeting, and a mid-cycle review will be conducted in one year.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	32/38	6/38	
Community Based Day Services Employment Support Services Center Based Employment			
Critical Indicators	4/5	1/5	
Total	39/46	7/46	85%
Defer Licensure			
# indicators for 60 Day Follow-up		7	

Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency's Human Rights Committee did not meet composition requirements. The Committee needs a minimum of three individuals receiving supports and/or parents/guardians/advocates attending on a routine basis.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L1	Individuals and guardians are trained in how to report alleged abuse/ neglect.	The agency must ensure that evidence reflecting that individuals and guardians have been trained in how to report abuse and neglect is maintained.
L5	There is an approved safety plan in home and work locations.	The safety plan must be updated every two years, or as there are changes to the number of individuals attending the program, or changes in the levels of assistance needed to evacuate the building safely.
L7	Fire drills are conducted as required.	The agency must complete the number of fire drills that are designated in the safety plan.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
Ⓟ L11	All required annual inspections have been conducted.	All required inspections, including that for the heating system, must be conducted on an annual basis.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	The agency must ensure that there is evidence present reflecting that individuals and guardians have been informed of their human rights, and know how to file a grievance or to whom they should talk if they have a concern.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Progress notes and summaries regarding the goals and objectives set forth must reflect the support strategies identified by the provider in order to reflect that they are being implemented, and to evaluate the effectiveness of these strategies.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated
Employment and Day Supports		
Community Based Day Services	8/9	1/9

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C40	Individuals are supported to explore their personal interest and options for community involvement, personal interest and hobbies.	The agency should have a formal mechanism, such as an interest inventory, evaluating the individual's personal interests and hobbies, as well as their interest in community involvement.

MASTER SCORE SHEET LICENSURE

Organizational: GREATER WALTHAM ARC

Indicator #	Indicator	Met/Rated	Rating (Met, Not Met, Not Rated)
<input type="checkbox"/> L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	2/2	Met
L4	Action taken	2/2	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	1/1	Met
L83	HR training	4/4	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4		0/3	4/7	Not Met (57.14 %)
L5	Safety Plan	L			0/1	0/1	Not Met (0 %)
<input type="checkbox"/> L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			0/1	0/1	Not Met (0 %)
L8	Emergency Fact Sheets	I	4/4		3/3	7/7	Met
L9	Safe use of equipment	L	1/1		1/1	2/2	Met
<input type="checkbox"/> L11	Required inspections	L			0/1	0/1	Not Met (0 %)
<input type="checkbox"/> L12	Smoke detectors	L			1/1	1/1	Met
<input type="checkbox"/> L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Clean appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	4/4		3/3	7/7	Met
L32	Verbal & written	I	4/4		3/3	7/7	Met
L39	Dietary requirements	I			1/1	1/1	Met
L49	Informed of human rights	I	4/4		0/3	4/7	Not Met (57.14 %)
L50	Respectful Comm.	L	1/1		1/1	2/2	Met
L51	Possessions	I	4/4		3/3	7/7	Met
L52	Phone calls	I	4/4		3/3	7/7	Met
L54	Privacy	L	1/1		1/1	2/2	Met
L55	Informed consent	I	1/2		3/3	4/5	Met (80.0 %)
L77	Unique needs training	I	4/4		3/3	7/7	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	0/1		3/3	3/4	Met
L87	Support strategies	I	0/1		3/3	3/4	Met
L88	Strategies implemented	I	1/4		1/3	2/7	Not Met (28.57 %)
#Std. Met/# 38 Indicator						32/38	
Total Score						39/46	
						84.78%	

MASTER SCORE SHEET CERTIFICATION

Community Based Day Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C13	Skills to maximize independence	3/3	Met
C37	Interpersonal skills for work	3/3	Met
C40	Community involvement interest	0/3	Not Met (0 %)
C41	Activities participation	3/3	Met
C42	Connection to others	3/3	Met
C43	Maintain & enhance relationship	3/3	Met
C45	Revisit decisions	3/3	Met